

Dear Commissioners:

Stop hidden phone fees so I can truly compare prices of phone services. I support the petition filed by the National Association of State Utility Consumer Advocates and endorsed by other consumer advocacy organizations. CG Docket No. 04-208, Petition for Declaratory Ruling Regarding Truth-In-Billing and Billing Format, is long overdue.

Phone bills should be truthful and easy to understand. BELL ATLANTIC SENT ITEMIZED BILLS. WHEN I WAS CHANGED TO VERIZON I WAS TOLD MY SERVICES WOULD BE THE SAME AS I HAD WITH BELL. THE VERIZON BILL CAME AND MY BILL WAS HIGHER AND NOTHING WAS ITEMIZED. A CALL TO VERIZON (YEARS AGO RESULTED IN "THERE HAS BEEN SOME PROBLEMS WITH THE CHANGE OVER BUT..." "YOU WILL GET AN ITEMIZED BILL IN 30 DAYS" I NEVER GOT AN ITEMIZED BILL!!!! A FEW YEARS LATER I HEARD THE GOVERNMENT (NOT SURE IF STATE OR FEDERAL) WAS ORDERING VERIZON TO SEND ITEMIZED BILLS. WHAT I RECEIVED ONCE WAS A LIST OF SERVICES AND A TOTAL AMOUNT AND THE A LIST OF TAXES WITH AN AMOUNT AND FEES WITH AMOUNTS...

WHAT I

EXPECT IN AN ITEMIZED BILL IS:

- > THE CHARGE FOR THE BASIC SERVICE, WITH A DESCRIPTION OF THE BASIC SERVICES INCLUDED...

- > THE DESCRIPTION AND CHARGE FOR ADD ONS SUCH AS CALLER ID, CALL WAITING ETC. WITH \$\$ FOR EACH.

- > IF ADD

ONS ARE PACKAGED THEN LIST

SERVICES IN THE PACKAGES

COVERED BY THE COST OF THE PACKAGE.

- > DESCRIBE TAXES

(FEDERAL OR STATE)

- > DESCRIBE FEES WITH NAME OF ENTITY

RECEIVING THE FEE CHARGE **IF FEE IS

COMBINATION OF AN

OUTSIDE AGENCY AND THE PHONE COMPANY BREAKDOWN THE \$\$ PAID

TO EACH.

Because this practice is tolerated by the FCC, long distance and wireless phone companies are able to hide the true cost of service. These add-ons make the advertised price of service significantly less than the amount of the check I have to write each month to pay the bill. Competition will not work if consumers cannot accurately compare prices when shopping for service.

Many states are stepping up to address this problem. They should be allowed to proceed. However, the FCC shouldn't shirk its responsibility, nor limit states from doing more.

The FCC should immediately grant the NASUCA petition to investigate billing practices, and prohibit phone and wireless companies from imposing separate monthly fees, line items or surcharges unless expressly mandated by law or the charge is expressly authorized by a governmental authority.